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Prepared by TE Information Systems  
(TEIS)

TE Connectivity

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# HOW TO GUIDE: MYACCESS - USING THE VIRTUAL APPLICATION AND DESKTOP ENVIRONMENT

## Version Control

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## HOW TO GUIDE: VIRTUAL APPLICATION AND DESKTOP ENVIRONMENT

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### MYACCESS OVERVIEW

In May 2012, TE Connectivity implemented a new Virtual Application and Desktop Environment that allows users to access TE's internally published applications and virtual desktops from any location.

This common portal can be accessed from multiple desktop platforms (Windows, Mac OS X, Linux, and Chromebook), as well as many mobile device platforms (Android, Blackberry, Blackberry Playbook, iPhone, iPad, Windows Mobile). Internally, the environment will support thin clients like the Wyse C10LE.


For employees who are accustomed to using LiveApps internally, the myAccess environment should be very familiar to you as the myAccess interface is simply a newer version of the LiveApps interface, and has the added benefit of being accessible both internally (like LiveApps) and externally. In the fall of 2012, TEIS will be decommissioning the LiveApps interface and users will be asked to move to myAccess. Users are free to make this transition now, or wait until notified later this year.

TEIS envisions the new myAccess environment as an additional tool that can be used by both employees and non-employees to access internal TE resources in a secure manner. At this time, TEIS does not envision this tool completely eliminating other remote access technologies (e.g. Web Access VPN Portal).

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### CITRIX RECEIVER

To access myAccess, use of the Citrix Receiver client is required. Using the grid below, install the client from the appropriate location point based upon the type of device you are using.

Device Type	Installation Point
TE managed Windows device <i>A managed Windows device is a device that is joined to a TE resource domain and has the required security components installed (McAfee Anti-virus, HIPs, etc.).</i>	Software Library ( <a href="http://sl.us.tycoelectronics.com">http://sl.us.tycoelectronics.com</a> ) <b>Note:</b> On the software library, the Citrix Receiver is listed as "Citrix Enterprise 3.0". 
All other desktop platforms or non-managed Windows devices	Citrix web site ( <a href="http://www.citrix.com/lang/English/lp/lp_2309126.asp">http://www.citrix.com/lang/English/lp/lp_2309126.asp</a> )
Mobile devices	Various vendor application stores (e.g., "App Store" for iPhone and iPad devices, "Android Market" for Android devices, etc.)

Once the Citrix Receiver is installed, the myAccess environment can be accessed via two methods:

- **Web Interface** – This method requires the user to open a web browser and connect to <https://myAccess.te.com>. Most browsers are supported, including Internet Explorer, Firefox, Chrome and Safari.
- **Citrix Receiver** - This method requires the installation of the Citrix Receiver software. Instead of using a web browser to retrieve the list of available applications, the Citrix Receiver software is configured to pull the list directly, providing an intuitive store-like interface.

Some important notes regarding platform support:

- **Windows Platform** – Users on a Windows device must use the Web Interface method as the direct Citrix Receiver method is not supported at this time.
- **Mac OS X Platform** – Users on a Mac OS X device are free to use either method.
- **Linux OS Platform** – This platform has yet to be tested.
- **Mobile Device Platform** – Users on a Mobile Device Platform should use the Citrix Receiver method.

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### WEB INTERFACE METHOD

When attempting to connect to the myAccess web interface, you will be required to enter your TE credentials. The credentials required at login are determined by the location of the connecting device.

If you are connecting internally, you will only be required to enter your network username and password. Your device is considered to be connecting internally if it is ...

- Directly connected to wired network connection within a TE facility
- Connected to one of the following TE wireless networks: TEnet-Enterprise, tworld3, TEnet-Mobile
- Connected to TE via a TE VPN solution (e.g. Aventail, ADC Cisco, Legacy TE Cisco)
- Connected to an approved TE Extranet partner network.

If you are connecting externally, you will be required to provide your network username and both your network password and SecurID PASSCODE. Your device is considered to be connecting externally if your device is not connected internally. This includes, but not limited to, the following:

- Common Internet connection (e.g. home network, public wireless, cellular, etc.)
- TE's guest wireless network

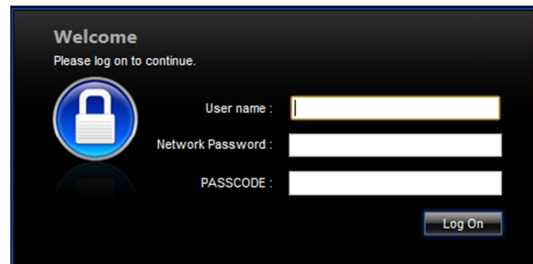
To use the Web Interface method, follow the steps below:

1. Open a browser and connect to <https://myAccess.te.com>. The solution automatically determines what type of network you are connecting from and will prompt you for the appropriate credentials.

#### Internal



#### External

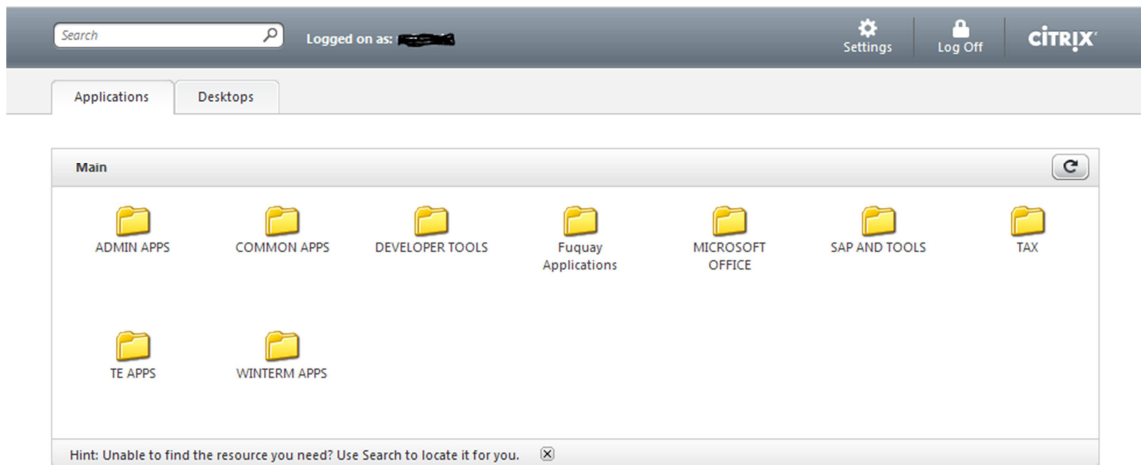


Enter the required credentials and click on “Log On”.

Access to the myAccess environment is based on security groups. If you cannot get logged in, verify your credentials are correct and try again. Otherwise, your account may not be in a security group that will grant you access to the site. If you continue to experience problems logging into the myAccess environment, please contact the TE Global Support Center (reference last section).

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2. Once logged in, you will be presented with the following screen:

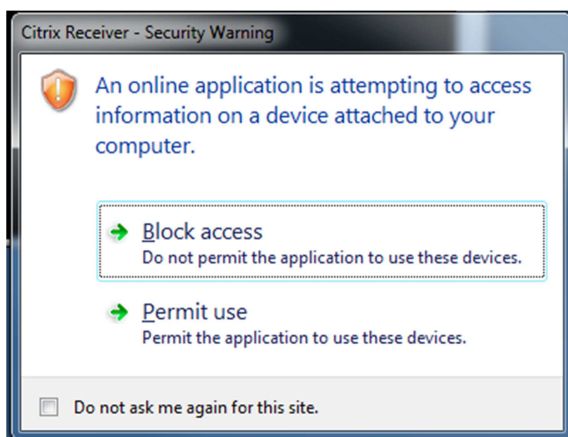


Depending on which virtual applications and desktops you have permission to use, you may see one or more tabs consisting of "Applications" and/or "Desktops". In each tab, you will see folders or application/desktop icons. If you click on a folder, you will be presented with the applications available within that folder.

3. Click on the application or desktop icon that you want to start. If the Citrix Receiver installed properly, the application or desktop should automatically startup. If you receive a message about an ".ica" file being an unknown type and asks you to save the file, the Citrix Receiver did not install properly.

If you are experiencing problems installing the Citrix Receiver, please call the TE Global Support Center for assistance (reference last section).

4. After you start an application for the first time, you may receive the following message:



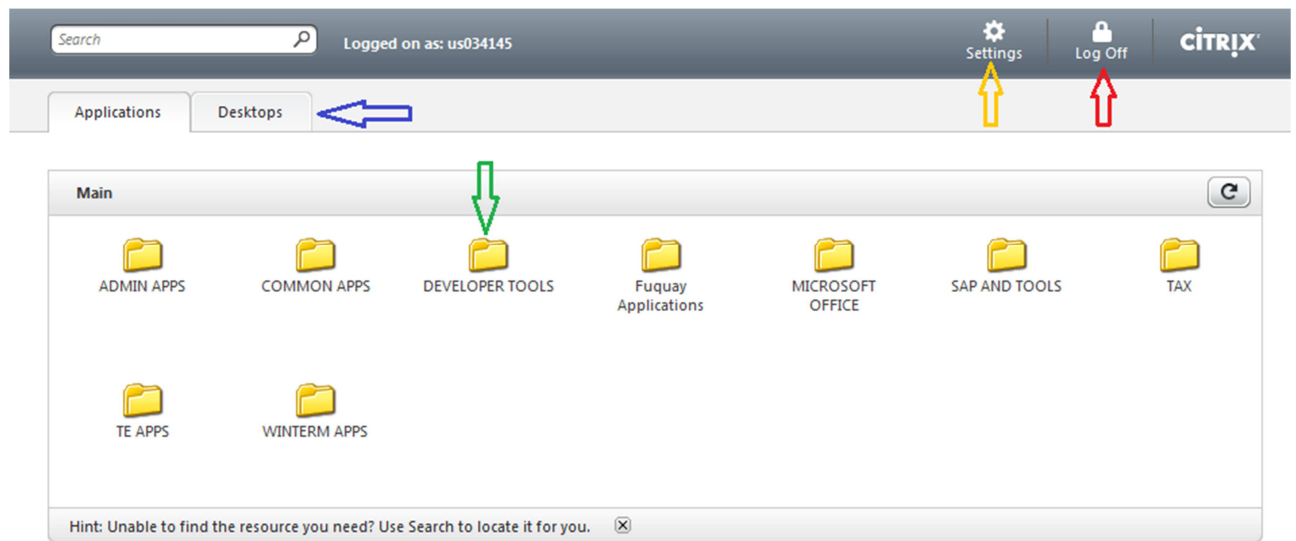
First, check the box next to "Do not ask me again for this site". Next, choose "Permit use". This message is asking if you will allow the virtual application/desktop to access resources that are local to your device. This includes printers and drive letters that are available on your local desktop.

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## WEB INTERFACE NAVIGATION

This section describes how to use the web interface method once you have logged into the myAccess environment.

The basic screen will look similar to the following:



- ==> The **Log Off** button will log you out of the myAccess environment.
- ==> The **Settings** button will allow you to change your connection speed and windows size.

Settings Save Cancel

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**General**  
Configure settings that are applied across the whole Web site  Show Hints (Full Graphics only)

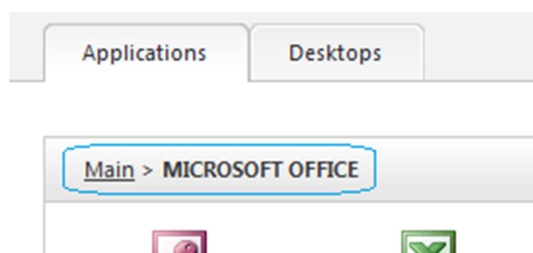
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**User Experience**  
Use these settings to optimize performance

Connection speed:	<input type="text" value="No preference"/> ?
Virtual desktop or application window size	Window size: <input type="text" value="Seamless"/> ?
	Custom size (px): <input type="text" value="1024"/> x <input type="text" value="768"/>
	Percentage of screen: <input type="text" value="80"/> %

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- ==> Based on your credentials, you may see an **Applications** tab, a **Desktops** tab, or both.
  - The **Applications** tab will display a list of folders and application icons.
  - The **Desktops** tab will display a list of desktop icons.
- ==> The icons on the application/desktop tabs
  - **Folder Icons** (📁) - When clicking on these icons, a subset of applications will be displayed that have been grouped together. These groupings group common applications together to make things easier to find. If you click on a folder and want to move back up to the top level, you click on the appropriate navigation link.



- **Application Icons** – When clicking on these icons, an “.ica” file will be downloaded to your device and the browser will attempt to launch the Citrix Receiver to connect to your published application.
- **Desktop Icons** (🖥️) – When clicking on these icons, an “.ica” file will be downloaded to your device and the browser will attempt to launch the Citrix Receiver to connect to a full published desktop.

## CITRIX RECEIVER METHOD

When attempting to connect to the myAccess environment using the Citrix Receiver, you will be required to enter your TE credentials. The credentials required at login are determined by the location of the connecting device.

If you are connecting internally, you will only be required to enter your network username and password. Your device is considered to be connecting internally if the ...

- Device is directly connected to wired network connection within a TE facility
- Device is connected to one of the following TE wireless networks: tworld3 or TEnet-Mobile
- Mac OS X Device is connected to TE via a TE Aventail VPN solution
- Mobile Device is connected to TE via a TE Cisco AnyConnect VPN solution

If you are connecting externally, you will be required to provide your network username and both your network password and SecurID PASSCODE. Your device is considered to be connecting externally if your device is not connected internally. This includes, but not limited to, the following:

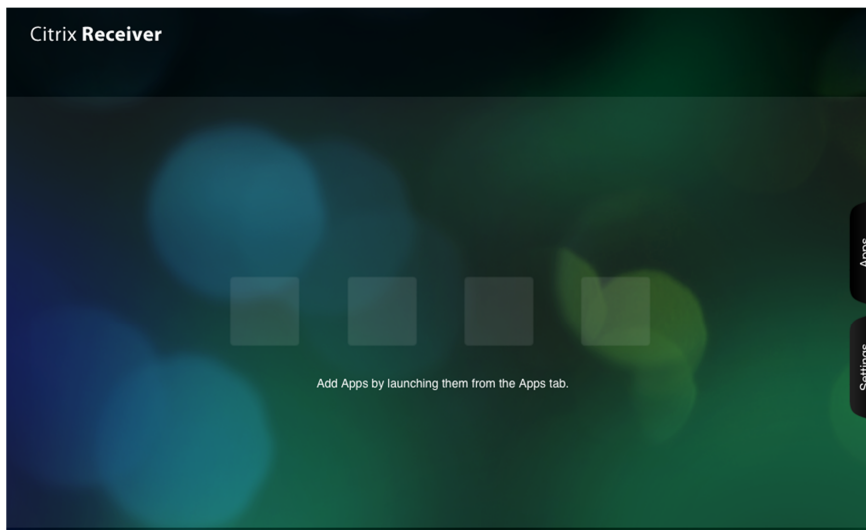
- Common Internet connection (e.g. Home network, public wireless, cellular, etc.)
- TE's guest wireless network

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To setup and use the Citrix Receiver, follow these steps:

**Note:** *There are some basic differences depending on the screen size of the device. The screen shots below are taken on an iPad and should be similar to that seen on other tablet or Mac OS X devices. If running on a smaller screen (e.g. iPhone), there will be a few differences. For example, the “Log On” and “Settings” tabs are not on the right side of the screen as shown below, but are located on the bottom of the Citrix Receiver screen.*

1. Startup the Citrix Receiver application.





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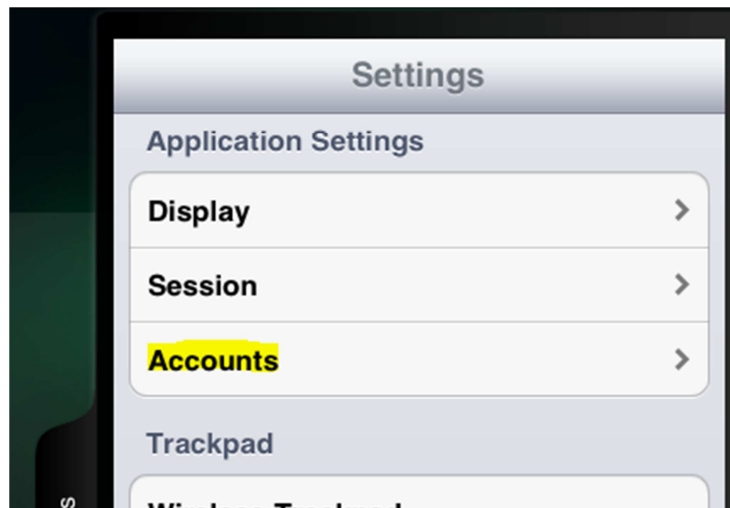
2. Next you will need to create one or more Account profiles. One limitation of the Citrix Receiver is that the Receiver does not automatically determine when a SecurID token is required and when it's not. Because of this limitation, we are recommending that you create **two** account profiles (Internal and External) so that you can easily choose the appropriate account without having to reconfigure the account profile.

**Note:** This is only a recommendation; two profiles are not required. For example, if you have a personal device at home that will never be connected internally, then only the internal profile is required.

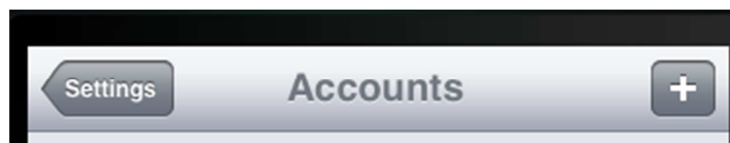
Setting up an **Internal** TE Account Profile

**Note:** Because the Citrix Receiver requires you to connect the first time in order to save the profile, you must setup this profile while connected internally.

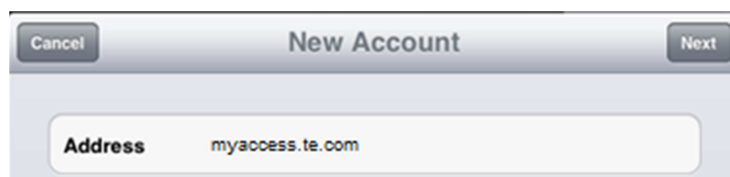
- a. Tap the **Settings** tab on the right side of the screen.
- b. Tap the **Accounts** menu item.



- c. Tap on the **+** button in the upper right corner.



- d. In the Address field, enter the name **myaccess.te.com**. Tap on **Next**.



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- e. Enter the following information
- i. **Description** TE Virtual Apps – Internal
  - ii. **Username** *Enter your username here (e.g. us012345)*
  - iii. **Password** *Leave this option blank. TE policy will not let you save this.*
  - iv. **Domain** tycoelectronics
  - v. **Security Token** *Leave this setting "Off".*

When complete, tap on **Save**.



Cancel Verified Save

Address https://myaccess.te.com

Description Te Virtual Apps - Internal

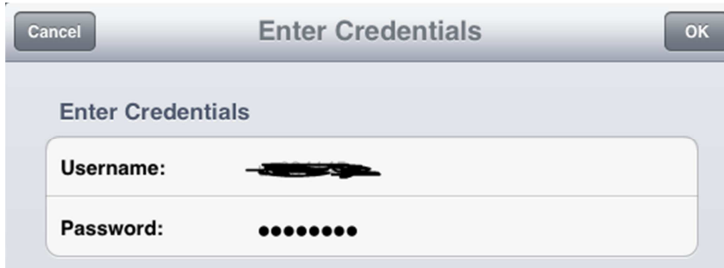
Username [Redacted]

Password Optional

Domain tycoelectronics

Security Token OFF

- f. You will now be required to enter your credentials. Enter your username and password. Tap on **OK**.



Cancel Enter Credentials OK

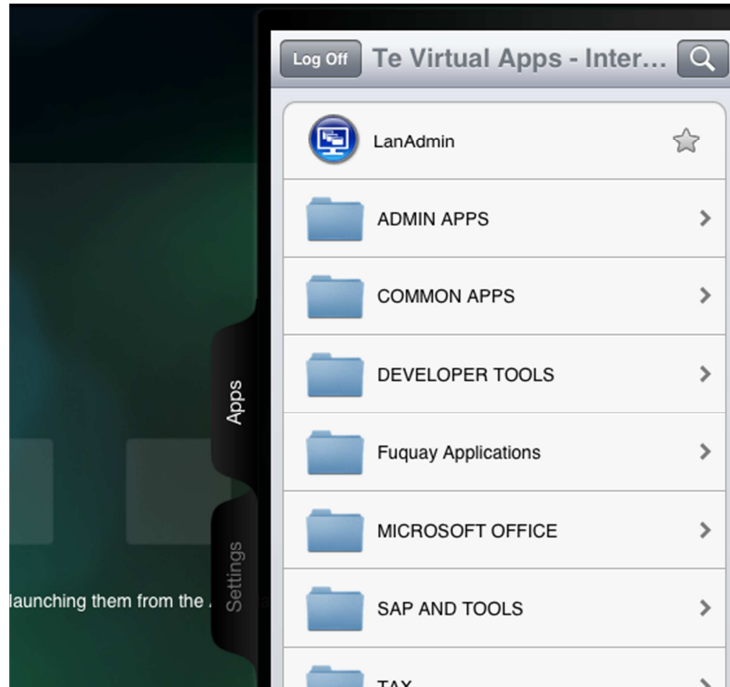
Enter Credentials

Username: [Redacted]

Password: ●●●●●●●

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- g. If everything was setup properly, you should now see a list of applications and/or desktops on the right side of the Receiver application.

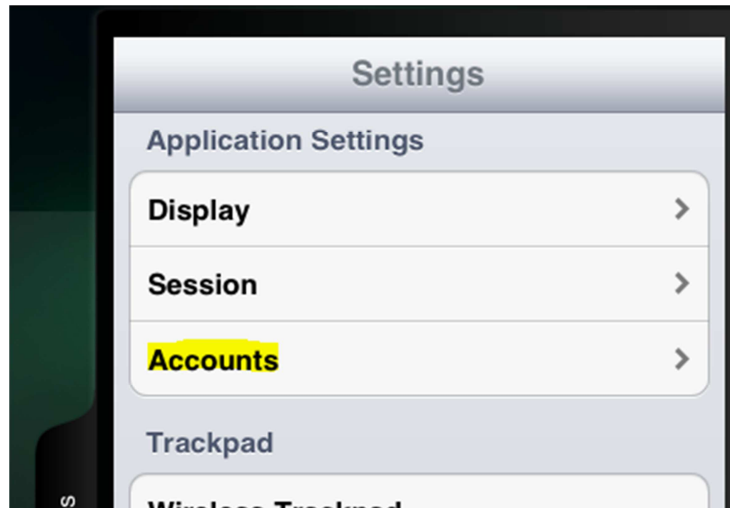


## HOW TO GUIDE: VIRTUAL APPLICATION AND DESKTOP ENVIRONMENT

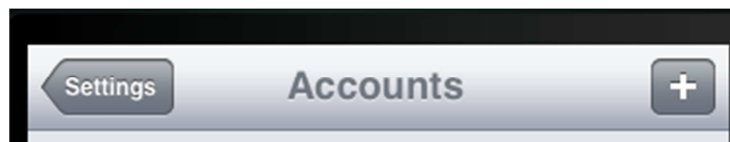
### 3. Setting up an **External** TE Account Profile

**Note:** Because the Citrix Receiver requires you to connect the first time in order to save the profile, you must setup this profile while connected externally.

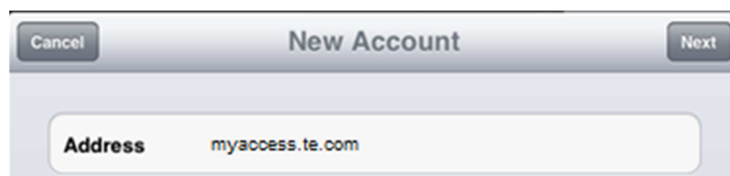
- a. Tap the **Settings** tab on the right side of the screen.
- b. Tap the **Accounts** menu item.



- c. Tap on the + button in the upper right corner.



- d. In the Address field, enter the name **myaccess.te.com**. Tap on **Next**.



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- e. Enter the following information
- i. **Description** TE Virtual Apps – External
  - ii. **Username** *Enter your Username here (e.g. us012345)*
  - iii. **Password** *Leave this option blank. TE policy will not let you save this.*
  - iv. **Domain** tycoelectronics
  - v. **Security Token** *Change this setting to “On”.*
  - vi. **Security Token Only** *Leave unchecked*
  - vii. **Domain + Security ...** *Make sure this option is checked.*

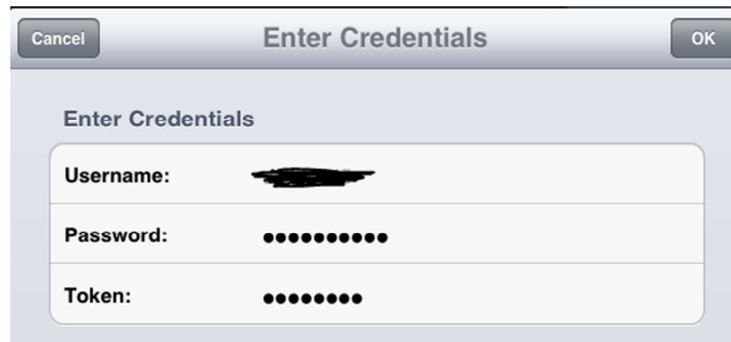
When complete, tap on **Save**.

The screenshot shows a mobile application configuration screen titled "Verified". At the top, there are "Cancel" and "Save" buttons. The configuration options are as follows:

Address	https://myaccess.te.com
Description	Te Virtual Apps
Username	[REDACTED]
Password	Optional
Domain	tycoelectronics
Security Token	<input checked="" type="checkbox"/> ON
Security Token Only	<input type="checkbox"/>
Domain + Security Token	<input checked="" type="checkbox"/>

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- f. You will now be required to enter your credentials. Enter your network username, password and SecurID passcode. Tap on **OK**.



Cancel Enter Credentials OK

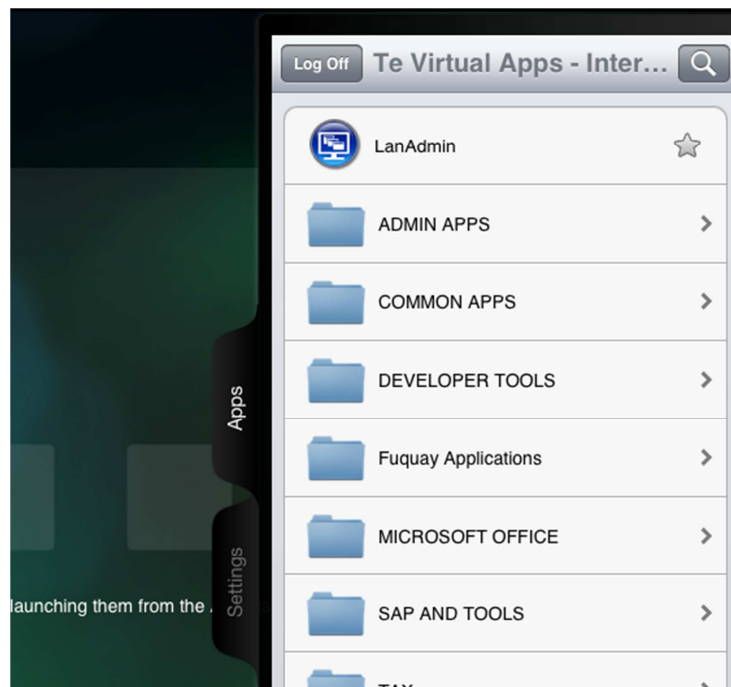
Enter Credentials

Username: [REDACTED]

Password: ●●●●●●●●●●

Token: ●●●●●●●

- g. If everything was setup properly, you should now see a list of applications and/or desktops on the right side of the Receiver application.



4. Once connected, you can either choose to tap on a folder to expose applications within that folder or you can tap on an application or desktop entry to launch the item.

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### SUPPORT

If you experience problems with the myAccess environment, please contact the TE Global Support Center at:

**+1-717-810-2255**

If you have any suggestions to make this documentation better, please send them to [andrew.merkert@te.com](mailto:andrew.merkert@te.com).